

ISSUE CLASSIFICATION	
Class	Subclass

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PATENT NUMBER

U.S. **UTILITY** Patent Application

<p> <i>mk</i>  <i>mt</i>            SCANNED <i>HKm3</i> </p>	<p>           O.I.P.E. <i>10</i>            Q.A. <i>203</i> </p>	<p>PATENT DATE</p>
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APPLICATION NO. 09/929142	CONT/PRIOR	CLASS 205 <i>714</i>	SUBCLASS <i>37</i>	ART UNIT <i>2161</i> <i>2184</i>	EXAMINER <i>McCain/Kg</i>
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## APPLICANTS

Richard Harper  
Steven Hunter

**TITLE**

# Method and system for reduction of service costs by discrimination between software and hardware induced outages

PTO-2040  
12/99

ISSUING CLASSIFICATION												
ORIGINAL				CROSS REFERENCE(S)								
CLASS		SUBCLASS		CLASS	SUBCLASS (ONE SUBCLASS PER BLOCK)							
INTERNATIONAL CLASSIFICATION												

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<input type="checkbox"/> <b>TERMINAL DISCLAIMER</b>	<b>DRAWINGS</b>		<b>CLAIMS ALLOWED</b>	
	Sheets Dwg.	Figs. Dwg.	Print Fig.	Total Claims
<input type="checkbox"/> The term of this patent subsequent to _____ (date) has been disclaimed.  <input type="checkbox"/> The term of this patent shall not extend beyond the expiration date of U.S. Patent. No. _____  <div style="text-align: center;">_____</div> <div style="text-align: center;">_____</div>	<div style="text-align: center;">_____</div> <div style="text-align: center;">(Assistant Examiner) (Date)</div>		<b>NOTICE OF ALLOWANCE MAILED</b>	
	<div style="text-align: center;">_____</div> <div style="text-align: center;">(Primary Examiner) (Date)</div>		<b>ISSUE FEE</b>	
			Amount Due	Date Paid
<input type="checkbox"/> The terminal ____months of this patent have been disclaimed.	<div style="text-align: center;">_____</div> <div style="text-align: center;">(Legal Instruments Examiner) (Date)</div>		<b>ISSUE BATCH NUMBER</b>	

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